

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

May 9, 2019 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Jeff Carr, South Jordan
Chief Clint Smith, Draper
Chief Craig Burnett, Murray
Chief Jon Harris, Murray City
Chief John Evans, West Valley City
Chief Robby Russo, Cottonwood Heights
Chief John Eining, Draper Police
Chief Colleen Jacobs, West Valley City
Chief Terry Addison, South Salt Lake
Chief Wallentine, West Jordan
Chief Derek Maxfield, West Jordan
B/C Bart Vawdrey, Draper
Chief Lee Ascarte, UFA
Chief Don Hudson, Riverton
Chief Samuel Winkler, South Jordan

OTHERS PRESENT: Dave Shopay, West Valley City
Warren James, Bluffdale
Lt. Mark Olsen, UPD
Gordy Coles, UCA
James Baker, UCA
Mark Whetsel, VECC TS Manager
Beth Todd, VECC Fire Manager
Gigi Smith, VECC Police Manager
Jeff Monson, VECC HR Manager
Shelly DeJong, VECC Operations Manager
Leslie Devey, VECC QA Supervisor
Missy Widdison, VECC QA Supervisor

APPROVAL OF MINUTES

Motion –

. . . By Chief Clint Smith; to approve the minutes of the April 11, 2019 Board of Operations meeting; seconded by Chief John Evans; the motion passed unanimously.

SERVICE AWARDS

Shelly deJong awarded Dispatch Supervisor Tracy Houston with 30 years of service and Gigi Smith awarded Dispatcher Supervisor Darlana Quinn with 30 years of service. Those who could not attend include Dispatcher Terri Buck with 30 years of service and Dispatcher Katerin Torres-Molina with 5 years of service.

Gigi also wanted to present Call Taker Ali Sanchez with a thank you from a family who she assisted back in 2016; a 4-year-old having a seizure.

Finally, Gigi played the audio on a full arrest of a 4-month old baby that one of our Call Takers, Robb Penton assisted the officer in doing CPR on. After the fact, the Officer called in to personally thank the Call Taker for his assistance with this. Chief Colleen Jacobs also mentioned that the Call Taker did an outstanding job with this call and he was able to keep her officer calm; he has a new baby at home.

USER COMMITTEE REPORTS

Law Enforcement User Committee Report

Sgt. Sam Winkler commented that Officer Wright with West Valley gave a great presentation on latitude/longitude, triangulation and phase1/phase2 and tips on how to find things better. They also discussed RapidSOS. Code 4 checks will have a small change; if the officer doesn't respond after 2 code 4 checks on the air, the dispatcher will 3-beep the air and call the unit. If still no response, the dispatcher will send 2 additional units and advise a Sgt to

see if they get a call or what else they want to do. When coding a channel, there is a lot of air time being chewed up. Now, they will 3-beep, the channel will be coded and that will be it so that the incident can continue. They spoke about the crisis line with regards to UNI, there are a few questions that came up on this to see if SLC dispatches UNI to calls; they will discuss this further in the future. Leslie covered EPD items, which will be discussed later at this meeting. Finally, the Mental Health Crisis Summit will be on June 12th for anyone interested. Gary asked Gigi if she was looking for action on any of these items, and she said they would handle it with the break-out PD session later this morning.

Fire and Emergency Medical User Reports

B.C. Bart Vawdrey mentioned that on station alerting, the transition to auto voice dispatching was completed last Monday; it took a little longer than anticipated after having a problem with one of the repeaters on Granite Peak. They requested that the tones be turned off, but for some reason they are back on. Warren reported that he got feedback from the crews that they were upset with how Samantha was pronouncing 12300 South; it really confused people, and Warren asked US Digital to fix this, which they did. However, in fixing this, it turned the tones back on. They also asked the crews to quit clearing calls on channel 1; they were asked to only clear them on the response channels. There are 1 or 2 agencies still doing this; Warren asked them to remind their crews to reduce traffic. The fire radios are set to override Samantha, and when they come back and do traffic on channel 1, they walk over Samantha sometimes. Warren asked to have the crews send their issues directly to him or go through the Users Group representative and not to call dispatch as there is nothing they can do to fix it. Issues this week have been unrelated and have not been US Digital; they have been Spillman or due to the lightning storm. On move ups, they were asked to monitor channel 1. A citizen called in to thank L106 and ME43 to thank them from saving her son; it was a diabetic situation. EFD version 7 is taking longer than anticipated; Warren is currently working on this. There are 3,800 new codes which is taking longer than they anticipated. There are bid changes on the floor and with short staffing, they have gone to 12-hour shifts. If there are any issues, send feedback to Beth. They also discussed July 4th coverage; they will be doing the same as last year, having the DC on the floor and Warren will be at VECC to watch over US Digital and they'll be planning this further at the next meeting.

Technical Services Committee User Reports

Mark Whetsel reported they discussed the process of getting Spillman upgraded for the CAD here as well as the update to maintain and upgrade Versaterm. They talked about working with Riverton/Herriman on Versaterm, which they will be going on. Spillman assured them they would have the equipment up and ready prior to the July 30th cutover for DI9 citation submissions and those things. Mark is unsure if Versaterm will be able to meet that timeline; they have asked for a grace period with the state to get those submissions done and we are waiting to hear back from BCI. They also discussed briefly the Hexagon mediation; John told them they are still under certain rules and he told them they would be meeting on May 22nd again to discuss issues further.

MEMBER ASSESSMENT REVIEW – 2021 BUDGET

Beth Todd commented that in the Interlocal agreement, it requires us, yearly, to review and evaluate the way we do member assessments. The document is in the Drop Box and goes over the member assessments and the current methodology of the 3-year rolling average with the total number of calls for each agency. Informational-type calls are not counted in the assessments. There are also alternatives or different methods we could use to determine the assessments; the total numbers of responders per agency, looking at the total of 911 calls within the jurisdictions, a combination of both, or using a formula to determine the actual cost would be to run a single 24/7 channel. Beth is looking for information on this that can be taken to Trustees next week. John's recommendation will be to put together a small sub-committee to look at this further and bring back a recommendation to Trustees. Chief Carr said that some of these would take into effect whatever system everyone ends up on; is it better to wait until then and then look at it. A sub-committee would be supported and Chief Carr will report this to the Trustees.

DISPATCH ASSIGNMENTS AND STAFFING

Shelly deJong reported that right now they are going through the channels and getting rid of those not needed and updating those that need help. On the UPD side, they need 16 channels. Herriman and Riverton are being loaded onto the Versaterm side. Herriman was put into live production on the CAD today and everything went well. Riverton is being loaded as well; the case numbers are in there and they are populating. On staffing there are quite a few openings. On the Versaterm side alone, they are down 19 positions. On the Spillman side, they are 3 down by they have 11 in training. Overtime is being used to cover this. There will be times when the radios may be patched for a short amount of time until someone is able to sit there. So far, service has been closed, but channels haven't been patched yet. If they hear of patching, Shelly asked they just be patient as we move people around to get that coverage. Versaterm has 13-hour shift; their shifts are 13.5 hours, 13.25 hours and 13.25 hours. They've been doing this on the UPD side for about 2 years now and it's working out well. The reason it

works well is that they rotate through all their radios so there are times they are answering phones or on the radio, so they aren't just sitting right at one place the whole shift. This also gives them 4 full days off. 12-hour shifts have been added to wear they are working 12 hours 3 days a week and then a 4-hour shift, which gives them the opportunity to pick up overtime, and this gives them 3 full days off work. 10-hours and 8-hours shifts are also available; there are all kinds of coverage all over the place, trying to get everything covered. Riverton asked if there was any need to panic with the fact that the Versaterm side is currently down 19 positions. Shelly mentioned that there are 2 phone systems and they are going to be merged. Once they are merged, we will be able to do more with less people. June 10th, we are hoping to have 5 or 6 more hires that will go straight to the Versaterm side; they'll be started on the radios until they are completely certified. The plan, eventually, will be to have everyone with the same skill-set to be able to do both sides of the house. Beth Todd mentioned that we have hired 11 and they are in Call Taking training; we anticipate hiring again around the first part of June. 6 of these new hires are soloing this week and then they will be on their own by the end of this week. The phone system merge will happen on May 20th and then workload can be spread out a bit more. Dispatchers that will be covering the Herriman and Riverton channels, we have 4 individuals currently on the Spillman side that will be training Versaterm and they will be the dispatchers beginning July 1st; there will be complete 24/7 coverage with them. Chief Russo commented that it wasn't just Herriman and Riverton but there are a few others that will be moving to Versaterm within the next few months as well. He is wondering if time to run a study on channel capacity so that it can be determined how to handle and prepare for this. Draper is also planning to move over. Chief Russo supports VECC and will continue to do so, but they are doing what they think is best for them. Gigi will take care of running this study.

Gigi Smith invited Gordy and James from UCA and asked that they attend and introduce themselves. When PD does their break-out session, they will be discussing radios more. Robert Brough recently retired, and they asked Gordy to let us know who the contact person would be moving forward. Gordy is the Division Director of the Interoperability Division with UCA. They have hired James to come in and take the place that Robert was filling. James has been around since August and will be the point of contact for all programming needs within UCA. When radios need update, James or Gordy can be contacted. They are in the process of hiring 2 more people to assist in filling this role as well. Chief Carr asked them with Riverton coming on if all the radios needed to be touched. Gordy said this was a discussion that needed to take place. Riverton will have a new talk group when they come on, and it won't be in any of the radios. They will only be able to talk through the patch; Herriman has been doing the same thing with South Jordan, however, it was mentioned that it's caused problems in that when they are unpached, they can't hear anything that's going on. This was an issue talked about that everyone said they were willing to work through, to not have to pay to touch all the radios. It's very expensive for UCA to go out and program the number of radios that would have to be programmed. This is the same thing they are facing with the Riverton change. Right now, the fee per radio is \$30. When the P25 upgrade is completed, they will have to come out and program all the radios. They are in the process of contract negotiations right now, but it probably won't be started for a year or so, and it's probably a 3 to 5-year process to complete this. They are planning to start in the Southern areas of the State and then move North with this area being the last area to do the upgrade. The Board would like to have a discussion with Mr. Dave Edmonds with UCA on allowing those with the ability to reprogram their radios. Warren James commented that there is a need on the Fire side as well now with SLC changing the way they respond; the entire County, both Fire and Police will need to be touched. He believes UPD and UFA would be willing to assist in doing this. Chief Carr said he would take this on, talking with UCA further. Beth commented that beginning July 1st, with Riverton, there will be 3 police departments that are not in everyone else's radios; this is a significant safety issue. If there are multiple events, even using a patch, trying to have officers responding to multiple events, switching to ops channels, it will not happen. Gordy also mentioned an email that went out on a basic radio training they will be doing. Due to the response, they've had to change the date to May 28th to facilitate everyone.

Recruitment and Retention

Jeff Monson commented that we are aware of the situation and we are cross-training as quickly as we can and bringing people in as soon as possible. We have 11 new employees; 6 will be soloing this week, and we will be hiring again, trying to hire about every month and a half. One of the bigger issues we have is retention. Many agencies around the state have high turnover. SLC has been one organization that has taken some of our employees; other individuals have left for other organizations with more pay and benefits. Currently, we are going through and looking at different ways we can address some of these things to try and help communicate what we offer and look at those benefits we offer to maybe make changes to become more competitive. SLC hires start at \$17.95, and then they don't increase for 4 years, but then they increase to \$20.00 for Dispatcher 2. At 4 years, VECC's individual makes \$18.77. SLC also does lateral hires, which we do not currently, but we are working on putting together a plan for this to bring to the Boards. Our top out rate was raised, but unfortunately, the way we are doing it right now, it takes a significant amount of time, between 13-15 years, before an employee tops out. We will also be addressing this as well to be more competitive. Our Boards increased vacation time, which will

help and with UPD coming over, we've appreciated some of the benefits that they had offered; we were able to accept a lot of those and bring them in to help us further. Other things we are looking at include sick leave pay out. Many agencies don't have a cap on their sick leave and then they pay out 25% upon retirement. If someone terminates, they don't get any of this paid out. Several years ago, we put a cap on our sick leave at 480 hours. We are looking at this to determine if this is a program we maybe need to implement, the 25% sick leave pay out upon retirement. As noticed today, we had a few individuals who hit their 30 years of service. This year, we will have about 8 individuals with 30 years. Chief Robby Russo commented on the start pay and recruiting bonuses here and recommended putting together a sub-committee to discuss this further. The unique thing about VECC is that they don't belong to any one agency and Chief Russo wants to make sure they know they have buy-in from each agency; he doesn't know that they are being treated like that.

Motion –

. . . by Chief Robby Russo, to form a committee and re-evaluate pay levels and structure and how we can recruit and retain better employees and then make a recommendation to the Trustees; the motion was seconded by Chief Craig Burnett; the motion carried unanimously.

INTERNATIONAL ACADEMY OF EMERGENCY DISPATCH UPDATES

Leslie Devey mentioned that the 6.1 version of EPD has been released and is ready to go. She would like to go to this as quickly as possible; many of the changes that were put into place came from VECC and from our SLC partner. Leslie discussed a document which is in the Drop Box. There is a new instruction added if the caller is armed. On protocol 125, the Keep the Peace, it now includes 2 places, where the caller is located, waiting for the officer and where they need to go. Also, we can ask if there are any protective or contact orders in place which were not in the protocol. On protocol 106/114, the Assault and Domestic protocols, we will now ask, in keeping with Utah state law, if anyone was strangled or choked, if it's approved by this Board today. Then it will be on the recording for police. Leslie needs a motion from the Board to approve the changes; many of them are jurisdictionally approved, so we could turn them on or off. After further discussion, a motion was requested.

Motion –

. . . by Chief Don Hudson, to accept the changes as described; the motion was seconded by Chief John Eining; the motion carried unanimously.

Chief John Evans quickly mentioned that on May 22nd, there is a 911 memorial coming in, a tractor trailer that looks at the fire and police officers killed on 09/11. It will be in West Valley for a week, but on the 22nd, there will be a precession from Camp Williams doing down Redwood Road to West Valley. A lot of the agencies have been reached out to; if anyone would like to participate in it, please contact Chief Evans. Once it's at the park, they will have a memorial with the names of all the fire fighters and police officers killed, but the memorial will be there for a week. It's called Tunnel to Tower; the group raises money and they do a lot for military people and they have done a lot for the State of Utah as well. It will be at the Centennial Park 3100 South 5600 West.

There was nothing more to discuss at this meeting.

The meeting adjourned at 11:38 a.m.